

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

### First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

| Customer Company        | Assigned Group            | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - First Contact Resolution |          |        |           |
|-------------------------|---------------------------|-------------------------------------|--|----------|--------|-----------|
|                         |                           |                                     | High   | Low      | Medium | FCR Total |
| Administrative Services | Application Development   | Terry Davis                         | 0<br>0   | 1<br>1   | 0<br>0 | 1<br>1    |
|                         |                           | <b>Assigned to Individual Total</b> | 0<br>0   | 1<br>1   | 0<br>0 | 1<br>1    |
|                         | Application Services      | Danielle Hood                       | 0<br>0   | 0<br>0   | 1<br>0 | 1<br>0    |
|                         |                           | Martin Gonzalez                     | 0<br>0   | 1<br>1   | 1<br>1 | 2<br>2    |
|                         |                           | Tony Larsen                         | 1<br>0   | 2<br>0   | 0<br>0 | 3<br>0    |
|                         |                           | <b>Assigned to Individual Total</b> | 1<br>0   | 3<br>1   | 2<br>1 | 6<br>2    |
|                         | Application Support - DFO | Akemi Dean                          | 0<br>0   | 1<br>0   | 0<br>0 | 1<br>0    |
|                         |                           | <b>Assigned to Individual Total</b> | 0<br>0   | 1<br>0   | 0<br>0 | 1<br>0    |
|                         | Capitol Desktop Support   | Brian Bintz                         | 2<br>0   | 2<br>0   | 0<br>0 | 4<br>0    |
|                         |                           | Chad Poll                           | 1<br>0   | 5<br>2   | 0<br>0 | 6<br>2    |
|                         |                           | Scott Wunderlich                    | 1<br>1   | 32<br>22 | 1<br>0 | 34<br>23  |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                         |                         |                                     | High   | Low      | Medium | FCR Total |
|-------------------------|-------------------------|-------------------------------------|--------|----------|--------|-----------|
| Administrative Services | Capitol Desktop Support | Tom Hanson                          | 0      | 21       | 0      | 21        |
|                         |                         |                                     | 0      | 21       | 0      | 21        |
|                         |                         | <b>Assigned to Individual Total</b> | 4<br>1 | 60<br>45 | 1<br>0 | 65<br>46  |
|                         | Capitol Hosting         | Curtis Parker                       | 0      | 1        | 0      | 1         |
|                         |                         |                                     | 0      | 0        | 0      | 0         |
|                         |                         | Mycah Mattox                        | 0      | 2        | 0      | 2         |
|                         |                         |                                     | 0      | 0        | 0      | 0         |
|                         |                         | <b>Assigned to Individual Total</b> | 0<br>0 | 3<br>0   | 0<br>0 | 3<br>0    |
|                         | Help Desk               | Brenda Treadway                     | 0      | 3        | 0      | 3         |
|                         |                         |                                     | 0      | 3        | 0      | 3         |
|                         |                         | James Stearns                       | 0      | 2        | 0      | 2         |
|                         |                         |                                     | 0      | 2        | 0      | 2         |
|                         |                         | Julie VanBeekum                     | 0      | 14       | 0      | 14        |
|                         |                         |                                     | 0      | 13       | 0      | 13        |
|                         |                         | Sarah Johnson                       | 0      | 1        | 0      | 1         |
|                         |                         |                                     | 0      | 0        | 0      | 0         |
|                         | Metro A Desktop Support | Vicky Marrelli                      | 0      | 10       | 0      | 10        |
|                         |                         |                                     | 0      | 10       | 0      | 10        |
|                         |                         | <b>Assigned to Individual Total</b> | 0<br>0 | 30<br>28 | 0<br>0 | 30<br>28  |
|                         |                         | Eric Sedgwick                       | 0      | 1        | 0      | 1         |
|                         |                         |                                     | 0      | 0        | 0      | 0         |
|                         |                         | Kraig Ellis                         | 0      | 20       | 0      | 20        |
|                         |                         |                                     | 0      | 9        | 0      | 9         |
|                         |                         | Tracy VanderVaart                   | 0      | 1        | 0      | 1         |
|                         |                         |                                     | 0      | 0        | 0      | 0         |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                         |                         |                                     | High | Low | Medium | FCR Total |
|-------------------------|-------------------------|-------------------------------------|------|-----|--------|-----------|
| Administrative Services | Metro A Desktop Support | <b>Assigned to Individual Total</b> | 0    | 22  | 0      | 22        |
|                         |                         |                                     | 0    | 9   | 0      | 9         |
|                         | Metro A Help Desk       | Ed Conrad                           | 0    | 1   | 0      | 1         |
|                         |                         |                                     | 0    | 1   | 0      | 1         |
|                         |                         | <b>Assigned to Individual Total</b> | 0    | 1   | 0      | 1         |
|                         |                         |                                     | 0    | 1   | 0      | 1         |
|                         | Metro B Desktop Support | Mike Wilde                          | 0    | 1   | 0      | 1         |
|                         |                         |                                     | 0    | 0   | 0      | 0         |
|                         |                         | Peter Musser                        | 0    | 2   | 0      | 2         |
|                         |                         |                                     | 0    | 1   | 0      | 1         |
|                         |                         | <b>Assigned to Individual Total</b> | 0    | 3   | 0      | 3         |
|                         |                         |                                     | 0    | 1   | 0      | 1         |
|                         | Metro B Help Desk       | Tyler Pearce                        | 0    | 2   | 0      | 2         |
|                         |                         |                                     | 0    | 0   | 0      | 0         |
|                         |                         | Val Shepherd                        | 0    | 1   | 0      | 1         |
|                         |                         |                                     | 0    | 0   | 0      | 0         |
|                         |                         | <b>Assigned to Individual Total</b> | 0    | 3   | 0      | 3         |
|                         |                         |                                     | 0    | 0   | 0      | 0         |
|                         | Network Operations      | Dave Bodily                         | 0    | 1   | 0      | 1         |
|                         |                         |                                     | 0    | 0   | 0      | 0         |
|                         |                         | Kelli Okumura                       | 0    | 2   | 0      | 2         |
|                         |                         |                                     | 0    | 0   | 0      | 0         |
|                         |                         | <b>Assigned to Individual Total</b> | 0    | 3   | 0      | 3         |
|                         |                         |                                     | 0    | 0   | 0      | 0         |
|                         | Order Desk              | Britany Egan                        | 0    | 1   | 0      | 1         |
|                         |                         |                                     | 0    | 0   | 0      | 0         |
|                         |                         | <b>Assigned to Individual Total</b> | 0    | 1   | 0      | 1         |
|                         |                         |                                     | 0    | 0   | 0      | 0         |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                         |                               |                                     | High   | Low    | Medium | FCR Total |
|-------------------------|-------------------------------|-------------------------------------|--------|--------|--------|-----------|
| Administrative Services | Rural Central Desktop Support | Paul Petersen                       | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0    |
|                         |                               | Ron LeBaron                         | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1    |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0 | 5<br>1 | 0<br>0 | 5<br>1    |
|                         | Rural North Desktop Support   | Kim Ratushniak                      | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1    |
|                         |                               | Neil Smedley                        | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0    |
|                         |                               | Ruston McKay                        | 0<br>0 | 1<br>1 | 0<br>0 | 1<br>1    |
|                         |                               | Ryan Casey                          | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0    |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0 | 6<br>2 | 0<br>0 | 6<br>2    |
|                         | Voice Operations              | Gail Christiansen                   | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0    |
|                         |                               | Romanza Hamblin Sorensen            | 0<br>0 | 6<br>3 | 1<br>0 | 7<br>3    |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0 | 8<br>3 | 1<br>0 | 9<br>3    |
|                         | Voice/Data/WAN Services       | Mark Thomas                         | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0    |
|                         |                               | Mike Johnson                        | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0    |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0    |

## Enterprise Incident Report August 2012

As of 9/4/2012

### Administrative Services

|                         |                      | High | Low | Medium | FCR Total |
|-------------------------|----------------------|------|-----|--------|-----------|
| Administrative Services | Assigned Group Total | 5    | 153 | 4      | 162       |
|                         |                      | 1    | 92  | 1      | 94        |
| Customer Company Total  |                      | 5    | 153 | 4      | 162       |
|                         |                      | 1    | 92  | 1      | 94        |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

### Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

| Customer Company        | Assigned Group            | Assigned to Individual       | Top Number - Total Incidents<br>Bottom Number - Missed Initial Response |         |        |           |
|-------------------------|---------------------------|------------------------------|---|---------|--------|-----------|
|                         |                           |                              | High  | Low     | Medium | MIR Total |
| Administrative Services | Application Development   | Terry Davis                  | 0<br>0  | 1<br>1  | 0<br>0 | 1<br>1    |
|                         |                           | Assigned to Individual Total | 0<br>0  | 1<br>1  | 0<br>0 | 1<br>1    |
|                         | Application Services      | Danielle Hood                | 0<br>0  | 0<br>0  | 1<br>0 | 1<br>0    |
|                         |                           | Martin Gonzalez              | 0<br>0  | 1<br>0  | 1<br>1 | 2<br>1    |
|                         |                           | Tony Larsen                  | 1<br>0  | 2<br>0  | 0<br>0 | 3<br>0    |
|                         |                           | Assigned to Individual Total | 1<br>0  | 3<br>0  | 2<br>1 | 6<br>1    |
|                         | Application Support - DFO | Akemi Dean                   | 0<br>0  | 1<br>0  | 0<br>0 | 1<br>0    |
|                         |                           | Assigned to Individual Total | 0<br>0  | 1<br>0  | 0<br>0 | 1<br>0    |
|                         | Capitol Desktop Support   | Brian Bintz                  | 2<br>0  | 2<br>0  | 0<br>0 | 4<br>0    |
|                         |                           | Chad Poll                    | 1<br>0  | 5<br>0  | 0<br>0 | 6<br>0    |
|                         |                           | Scott Wunderlich             | 1<br>0  | 32<br>1 | 1<br>0 | 34<br>1   |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                         |                         |                                     | High   | Low     | Medium | MIR Total |
|-------------------------|-------------------------|-------------------------------------|--------|---------|--------|-----------|
| Administrative Services | Capitol Desktop Support | Tom Hanson                          | 0<br>0 | 21<br>0 | 0<br>0 | 21<br>0   |
|                         |                         | <b>Assigned to Individual Total</b> | 4<br>0 | 60<br>1 | 1<br>0 | 65<br>1   |
|                         | Capitol Hosting         | Curtis Parker                       | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0    |
|                         |                         | Mycah Mattox                        | 0<br>0 | 2<br>0  | 0<br>0 | 2<br>0    |
|                         |                         | <b>Assigned to Individual Total</b> | 0<br>0 | 3<br>0  | 0<br>0 | 3<br>0    |
|                         | Help Desk               | Brenda Treadway                     | 0<br>0 | 3<br>0  | 0<br>0 | 3<br>0    |
|                         |                         | James Stearns                       | 0<br>0 | 2<br>0  | 0<br>0 | 2<br>0    |
|                         |                         | Julie VanBeekum                     | 0<br>0 | 14<br>0 | 0<br>0 | 14<br>0   |
|                         |                         | Sarah Johnson                       | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0    |
|                         |                         | Vicky Marrelli                      | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0   |
|                         |                         | <b>Assigned to Individual Total</b> | 0<br>0 | 30<br>0 | 0<br>0 | 30<br>0   |
|                         | Metro A Desktop Support | Eric Sedgwick                       | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0    |
|                         |                         | Kraig Ellis                         | 0<br>0 | 20<br>0 | 0<br>0 | 20<br>0   |
|                         |                         | Tracy VanderVaart                   | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0    |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                         |                         |                              | High | Low | Medium | MIR Total |
|-------------------------|-------------------------|------------------------------|------|-----|--------|-----------|
| Administrative Services | Metro A Desktop Support | Assigned to Individual Total | 0    | 22  | 0      | 22        |
|                         |                         |                              | 0    | 0   | 0      | 0         |
|                         | Metro A Help Desk       | Ed Conrad                    | 0    | 1   | 0      | 1         |
|                         |                         |                              | 0    | 0   | 0      | 0         |
|                         |                         | Assigned to Individual Total | 0    | 1   | 0      | 1         |
|                         |                         |                              | 0    | 0   | 0      | 0         |
|                         | Metro B Desktop Support | Mike Wilde                   | 0    | 1   | 0      | 1         |
|                         |                         |                              | 0    | 0   | 0      | 0         |
|                         |                         | Peter Musser                 | 0    | 2   | 0      | 2         |
|                         |                         |                              | 0    | 0   | 0      | 0         |
|                         |                         | Assigned to Individual Total | 0    | 3   | 0      | 3         |
|                         |                         |                              | 0    | 0   | 0      | 0         |
|                         | Metro B Help Desk       | Tyler Pearce                 | 0    | 2   | 0      | 2         |
|                         |                         |                              | 0    | 0   | 0      | 0         |
|                         |                         | Val Shepherd                 | 0    | 1   | 0      | 1         |
|                         |                         |                              | 0    | 0   | 0      | 0         |
|                         |                         | Assigned to Individual Total | 0    | 3   | 0      | 3         |
|                         |                         |                              | 0    | 0   | 0      | 0         |
|                         | Network Operations      | Dave Bodily                  | 0    | 1   | 0      | 1         |
|                         |                         |                              | 0    | 0   | 0      | 0         |
|                         |                         | Kelli Okumura                | 0    | 2   | 0      | 2         |
|                         |                         |                              | 0    | 2   | 0      | 2         |
|                         |                         | Assigned to Individual Total | 0    | 3   | 0      | 3         |
|                         |                         |                              | 0    | 2   | 0      | 2         |
|                         | Order Desk              | Britany Egan                 | 0    | 1   | 0      | 1         |
|                         |                         |                              | 0    | 0   | 0      | 0         |
|                         |                         | Assigned to Individual Total | 0    | 1   | 0      | 1         |
|                         |                         |                              | 0    | 0   | 0      | 0         |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                         |                               |                                     | High   | Low    | Medium | MIR Total |
|-------------------------|-------------------------------|-------------------------------------|--------|--------|--------|-----------|
| Administrative Services | Rural Central Desktop Support | Paul Petersen                       | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0    |
|                         |                               | Ron LeBaron                         | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0    |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0    |
|                         | Rural North Desktop Support   | Kim Ratushniak                      | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0    |
|                         |                               | Neil Smedley                        | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0    |
|                         |                               | Ruston McKay                        | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0    |
|                         |                               | Ryan Casey                          | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0    |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0    |
|                         | Voice Operations              | Gail Christiansen                   | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0    |
|                         |                               | Romanza Hamblin Sorensen            | 0<br>0 | 6<br>0 | 1<br>0 | 7<br>0    |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0 | 8<br>0 | 1<br>0 | 9<br>0    |
|                         | Voice/Data/WAN Services       | Mark Thomas                         | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0    |
|                         |                               | Mike Johnson                        | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0    |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0    |

## Enterprise Incident Report August 2012

As of 9/4/2012

### Administrative Services

|                         |                      | High | Low  | Medium | MIR Total |
|-------------------------|----------------------|------|------|--------|-----------|
| Administrative Services | Assigned Group Total | 50   | 1534 | 41     | 1625      |
| Customer Company Total  |                      | 50   | 1534 | 41     | 1625      |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

### Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .  
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and  
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

| Customer Company        | Assigned Group            | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number -Average time in hours |            |           |             |
|-------------------------|---------------------------|-------------------------------------|--|------------|-----------|-------------|
|                         |                           |                                     | High   | Low        | Medium    | ATTIR Total |
| Administrative Services | Application Development   | Terry Davis                         | 0<br>0.00  | 1<br>6.40  | 0<br>0.00 | 1<br>6.40   |
|                         |                           | <b>Assigned to Individual Total</b> | 0<br>0.00  | 1<br>6.40  | 0<br>0.00 | 1<br>6.40   |
|                         | Application Services      | Danielle Hood                       | 0<br>0.00  | 0<br>0.00  | 1<br>0.00 | 1<br>0.00   |
|                         |                           | Martin Gonzalez                     | 0<br>0.00  | 1<br>0.17  | 1<br>1.14 | 2<br>0.66   |
|                         |                           | Tony Larsen                         | 1<br>0.07  | 2<br>0.23  | 0<br>0.00 | 3<br>0.18   |
|                         |                           | <b>Assigned to Individual Total</b> | 1<br>0.07  | 3<br>0.21  | 2<br>0.57 | 6<br>0.31   |
|                         | Application Support - DFO | Akemi Dean                          | 0<br>0.00  | 1<br>0.00  | 0<br>0.00 | 1<br>0.00   |
|                         |                           | <b>Assigned to Individual Total</b> | 0<br>0.00  | 1<br>0.00  | 0<br>0.00 | 1<br>0.00   |
|                         | Capitol Desktop Support   | Brian Bintz                         | 2<br>0.18  | 2<br>0.21  | 0<br>0.00 | 4<br>0.20   |
|                         |                           | Chad Poll                           | 1<br>0.08  | 5<br>0.08  | 0<br>0.00 | 6<br>0.08   |
|                         |                           | Scott Wunderlich                    | 1<br>0.10  | 32<br>0.20 | 1<br>0.97 | 34<br>0.22  |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                         |                         |                                     | High      | Low        | Medium    | ATTIR Total |
|-------------------------|-------------------------|-------------------------------------|-----------|------------|-----------|-------------|
| Administrative Services | Capitol Desktop Support | Tom Hanson                          | 0<br>0.00 | 21<br>0.10 | 0<br>0.00 | 21<br>0.10  |
|                         |                         | <b>Assigned to Individual Total</b> | 4<br>0.14 | 60<br>0.16 | 1<br>0.97 | 65<br>0.17  |
|                         | Capitol Hosting         | Curtis Parker                       | 0<br>0.00 | 1<br>0.11  | 0<br>0.00 | 1<br>0.11   |
|                         |                         | Myciah Mattox                       | 0<br>0.00 | 2<br>0.12  | 0<br>0.00 | 2<br>0.12   |
|                         |                         | <b>Assigned to Individual Total</b> | 0<br>0.00 | 3<br>0.12  | 0<br>0.00 | 3<br>0.12   |
|                         | Help Desk               | Brenda Treadway                     | 0<br>0.00 | 3<br>0.00  | 0<br>0.00 | 3<br>0.00   |
|                         |                         | James Stearns                       | 0<br>0.00 | 2<br>0.21  | 0<br>0.00 | 2<br>0.21   |
|                         |                         | Julie VanBeekum                     | 0<br>0.00 | 14<br>0.02 | 0<br>0.00 | 14<br>0.02  |
|                         |                         | Sarah Johnson                       | 0<br>0.00 | 1<br>0.16  | 0<br>0.00 | 1<br>0.16   |
|                         |                         | Vicky Marrelli                      | 0<br>0.00 | 10<br>0.00 | 0<br>0.00 | 10<br>0.00  |
|                         |                         | <b>Assigned to Individual Total</b> | 0<br>0.00 | 30<br>0.03 | 0<br>0.00 | 30<br>0.03  |
|                         | Metro A Desktop Support | Eric Sedgwick                       | 0<br>0.00 | 1<br>0.00  | 0<br>0.00 | 1<br>0.00   |
|                         |                         | Kraig Ellis                         | 0<br>0.00 | 20<br>0.13 | 0<br>0.00 | 20<br>0.13  |
|                         |                         | Tracy VanderVaart                   | 0<br>0.00 | 1<br>0.00  | 0<br>0.00 | 1<br>0.00   |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                         |                         |                              | High      | Low        | Medium    | ATTIR Total |
|-------------------------|-------------------------|------------------------------|-----------|------------|-----------|-------------|
| Administrative Services | Metro A Desktop Support | Assigned to Individual Total | 0<br>0.00 | 22<br>0.12 | 0<br>0.00 | 22<br>0.12  |
|                         | Metro A Help Desk       | Ed Conrad                    | 0<br>0.00 | 1<br>0.00  | 0<br>0.00 | 1<br>0.00   |
|                         |                         | Assigned to Individual Total | 0<br>0.00 | 1<br>0.00  | 0<br>0.00 | 1<br>0.00   |
|                         | Metro B Desktop Support | Mike Wilde                   | 0<br>0.00 | 1<br>0.32  | 0<br>0.00 | 1<br>0.32   |
|                         |                         | Peter Musser                 | 0<br>0.00 | 2<br>0.09  | 0<br>0.00 | 2<br>0.09   |
|                         |                         | Assigned to Individual Total | 0<br>0.00 | 3<br>0.17  | 0<br>0.00 | 3<br>0.17   |
|                         | Metro B Help Desk       | Tyler Pearce                 | 0<br>0.00 | 2<br>0.22  | 0<br>0.00 | 2<br>0.22   |
|                         |                         | Val Shepherd                 | 0<br>0.00 | 1<br>0.46  | 0<br>0.00 | 1<br>0.46   |
|                         |                         | Assigned to Individual Total | 0<br>0.00 | 3<br>0.30  | 0<br>0.00 | 3<br>0.30   |
|                         | Network Operations      | Dave Bodily                  | 0<br>0.00 | 1<br>0.33  | 0<br>0.00 | 1<br>0.33   |
|                         |                         | Kelli Okumura                | 0<br>0.00 | 2<br>2.52  | 0<br>0.00 | 2<br>2.52   |
|                         |                         | Assigned to Individual Total | 0<br>0.00 | 3<br>1.79  | 0<br>0.00 | 3<br>1.79   |
|                         | Order Desk              | Britany Egan                 | 0<br>0.00 | 1<br>0.20  | 0<br>0.00 | 1<br>0.20   |
|                         |                         | Assigned to Individual Total | 0<br>0.00 | 1<br>0.20  | 0<br>0.00 | 1<br>0.20   |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                         |                               |                                     | High      | Low       | Medium    | ATTIR Total |
|-------------------------|-------------------------------|-------------------------------------|-----------|-----------|-----------|-------------|
| Administrative Services | Rural Central Desktop Support | Paul Petersen                       | 0<br>0.00 | 3<br>0.00 | 0<br>0.00 | 3<br>0.00   |
|                         |                               | Ron LeBaron                         | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00   |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 5<br>0.00 | 0<br>0.00 | 5<br>0.00   |
|                         | Rural North Desktop Support   | Kim Ratushniak                      | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00   |
|                         |                               | Neil Smedley                        | 0<br>0.00 | 1<br>0.13 | 0<br>0.00 | 1<br>0.13   |
|                         |                               | Ruston McKay                        | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00   |
|                         |                               | Ryan Casey                          | 0<br>0.00 | 2<br>0.28 | 0<br>0.00 | 2<br>0.28   |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 6<br>0.12 | 0<br>0.00 | 6<br>0.12   |
|                         | Voice Operations              | Gail Christiansen                   | 0<br>0.00 | 2<br>0.20 | 0<br>0.00 | 2<br>0.20   |
|                         |                               | Romanza Hamblin Sorensen            | 0<br>0.00 | 6<br>0.14 | 1<br>0.19 | 7<br>0.15   |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 8<br>0.15 | 1<br>0.19 | 9<br>0.16   |
|                         | Voice/Data/WAN Services       | Mark Thomas                         | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05   |
|                         |                               | Mike Johnson                        | 0<br>0.00 | 2<br>0.19 | 0<br>0.00 | 2<br>0.19   |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 3<br>0.14 | 0<br>0.00 | 3<br>0.14   |

## Enterprise Incident Report August 2012

As of 9/4/2012

### Administrative Services

|                         |                      | High      | Low         | Medium    | ATTIR Total |
|-------------------------|----------------------|-----------|-------------|-----------|-------------|
| Administrative Services | Assigned Group Total | 5<br>0.12 | 153<br>0.19 | 4<br>0.57 | 162<br>0.20 |
| Customer Company Total  |                      | 5<br>0.12 | 153<br>0.19 | 4<br>0.57 | 162<br>0.20 |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

### Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

| Customer Company        | Assigned Group            | Assigned to Individual       | Top Number - Total Incidents<br>Bottom Number - Missed Resolution |         |        |          |
|-------------------------|---------------------------|------------------------------|---|---------|--------|----------|
|                         |                           |                              | High  | Low     | Medium | MR Total |
| Administrative Services | Application Development   | Terry Davis                  | 0<br>0  | 1<br>1  | 0<br>0 | 1<br>1   |
|                         |                           | Assigned to Individual Total | 0<br>0  | 1<br>1  | 0<br>0 | 1<br>1   |
|                         | Application Services      | Danielle Hood                | 0<br>0  | 0<br>0  | 1<br>1 | 1<br>1   |
|                         |                           | Martin Gonzalez              | 0<br>0  | 1<br>0  | 1<br>0 | 2<br>0   |
|                         |                           | Tony Larsen                  | 1<br>0  | 2<br>0  | 0<br>0 | 3<br>0   |
|                         |                           | Assigned to Individual Total | 1<br>0  | 3<br>0  | 2<br>1 | 6<br>1   |
|                         | Application Support - DFO | Akemi Dean                   | 0<br>0  | 1<br>0  | 0<br>0 | 1<br>0   |
|                         |                           | Assigned to Individual Total | 0<br>0  | 1<br>0  | 0<br>0 | 1<br>0   |
|                         | Capitol Desktop Support   | Brian Bintz                  | 2<br>0  | 2<br>0  | 0<br>0 | 4<br>0   |
|                         |                           | Chad Poll                    | 1<br>0  | 5<br>0  | 0<br>0 | 6<br>0   |
|                         |                           | Scott Wunderlich             | 1<br>0  | 32<br>0 | 1<br>0 | 34<br>0  |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                         |                         |                                     | High   | Low     | Medium | MR Total |
|-------------------------|-------------------------|-------------------------------------|--------|---------|--------|----------|
| Administrative Services | Capitol Desktop Support | Tom Hanson                          | 0<br>0 | 21<br>0 | 0<br>0 | 21<br>0  |
|                         |                         | <b>Assigned to Individual Total</b> | 4<br>0 | 60<br>0 | 1<br>0 | 65<br>0  |
|                         | Capitol Hosting         | Curtis Parker                       | 0<br>0 | 1<br>1  | 0<br>0 | 1<br>1   |
|                         |                         | Mycah Mattox                        | 0<br>0 | 2<br>0  | 0<br>0 | 2<br>0   |
|                         |                         | <b>Assigned to Individual Total</b> | 0<br>0 | 3<br>1  | 0<br>0 | 3<br>1   |
|                         | Help Desk               | Brenda Treadway                     | 0<br>0 | 3<br>0  | 0<br>0 | 3<br>0   |
|                         |                         | James Stearns                       | 0<br>0 | 2<br>0  | 0<br>0 | 2<br>0   |
|                         |                         | Julie VanBeekum                     | 0<br>0 | 14<br>0 | 0<br>0 | 14<br>0  |
|                         |                         | Sarah Johnson                       | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0   |
|                         |                         | Vicky Marrelli                      | 0<br>0 | 10<br>0 | 0<br>0 | 10<br>0  |
|                         |                         | <b>Assigned to Individual Total</b> | 0<br>0 | 30<br>0 | 0<br>0 | 30<br>0  |
|                         | Metro A Desktop Support | Eric Sedgwick                       | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0   |
|                         |                         | Kraig Ellis                         | 0<br>0 | 20<br>0 | 0<br>0 | 20<br>0  |
|                         |                         | Tracy VanderVaart                   | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0   |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                         |                         |                              | High   | Low     | Medium | MR Total |
|-------------------------|-------------------------|------------------------------|--------|---------|--------|----------|
| Administrative Services | Metro A Desktop Support | Assigned to Individual Total | 0<br>0 | 22<br>0 | 0<br>0 | 22<br>0  |
|                         | Metro A Help Desk       | Ed Conrad                    | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0   |
|                         |                         | Assigned to Individual Total | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0   |
|                         | Metro B Desktop Support | Mike Wilde                   | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0   |
|                         |                         | Peter Musser                 | 0<br>0 | 2<br>0  | 0<br>0 | 2<br>0   |
|                         |                         | Assigned to Individual Total | 0<br>0 | 3<br>0  | 0<br>0 | 3<br>0   |
|                         | Metro B Help Desk       | Tyler Pearce                 | 0<br>0 | 2<br>0  | 0<br>0 | 2<br>0   |
|                         |                         | Val Shepherd                 | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0   |
|                         |                         | Assigned to Individual Total | 0<br>0 | 3<br>0  | 0<br>0 | 3<br>0   |
|                         | Network Operations      | Dave Bodily                  | 0<br>0 | 1<br>1  | 0<br>0 | 1<br>1   |
|                         |                         | Kelli Okumura                | 0<br>0 | 2<br>2  | 0<br>0 | 2<br>2   |
|                         |                         | Assigned to Individual Total | 0<br>0 | 3<br>3  | 0<br>0 | 3<br>3   |
|                         | Order Desk              | Britany Egan                 | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0   |
|                         |                         | Assigned to Individual Total | 0<br>0 | 1<br>0  | 0<br>0 | 1<br>0   |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                         |                               |                                     | High   | Low    | Medium | MR Total |
|-------------------------|-------------------------------|-------------------------------------|--------|--------|--------|----------|
| Administrative Services | Rural Central Desktop Support | Paul Petersen                       | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0   |
|                         |                               | Ron LeBaron                         | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0   |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0 | 5<br>0 | 0<br>0 | 5<br>0   |
|                         | Rural North Desktop Support   | Kim Ratushniak                      | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0   |
|                         |                               | Neil Smedley                        | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0   |
|                         |                               | Ruston McKay                        | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0   |
|                         |                               | Ryan Casey                          | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0   |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0 | 6<br>0 | 0<br>0 | 6<br>0   |
|                         | Voice Operations              | Gail Christiansen                   | 0<br>0 | 2<br>1 | 0<br>0 | 2<br>1   |
|                         |                               | Romanza Hamblin Sorensen            | 0<br>0 | 6<br>0 | 1<br>0 | 7<br>0   |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0 | 8<br>1 | 1<br>0 | 9<br>1   |
|                         | Voice/Data/WAN Services       | Mark Thomas                         | 0<br>0 | 1<br>0 | 0<br>0 | 1<br>0   |
|                         |                               | Mike Johnson                        | 0<br>0 | 2<br>0 | 0<br>0 | 2<br>0   |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0 | 3<br>0 | 0<br>0 | 3<br>0   |

## Enterprise Incident Report August 2012

As of 9/4/2012

### Administrative Services

|                         |                      | High   | Low      | Medium | MR Total |
|-------------------------|----------------------|--------|----------|--------|----------|
| Administrative Services | Assigned Group Total | 5<br>0 | 153<br>6 | 4<br>1 | 162<br>7 |
| Customer Company Total  |                      | 5<br>0 | 153<br>6 | 4<br>1 | 162<br>7 |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

### Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

| Customer Company        | Assigned Group            | Assigned to Individual              | Top Number - Total Incidents<br>Bottom Number - Average time in hours |            |           |            |
|-------------------------|---------------------------|-------------------------------------|---|------------|-----------|------------|
|                         |                           |                                     | High  | Low        | Medium    | ATTR Total |
| Administrative Services | Application Development   | Terry Davis                         | 0<br>0.00   | 1<br>10.00 | 0<br>0.00 | 1<br>10.00 |
|                         |                           | <b>Assigned to Individual Total</b> | 0<br>0.00   | 1<br>10.00 | 0<br>0.00 | 1<br>10.00 |
|                         | Application Services      | Danielle Hood                       | 0<br>0.00   | 0<br>0.00  | 1<br>4.38 | 1<br>4.38  |
|                         |                           | Martin Gonzalez                     | 0<br>0.00   | 1<br>4.92  | 1<br>1.18 | 2<br>3.05  |
|                         |                           | Tony Larsen                         | 1<br>1.41   | 2<br>0.24  | 0<br>0.00 | 3<br>0.63  |
|                         |                           | <b>Assigned to Individual Total</b> | 1<br>1.41   | 3<br>1.80  | 2<br>2.78 | 6<br>2.06  |
|                         | Application Support - DFO | Akemi Dean                          | 0<br>0.00   | 1<br>1.09  | 0<br>0.00 | 1<br>1.09  |
|                         |                           | <b>Assigned to Individual Total</b> | 0<br>0.00   | 1<br>1.09  | 0<br>0.00 | 1<br>1.09  |
|                         | Capitol Desktop Support   | Brian Bintz                         | 1<br>0.18   | 2<br>0.32  | 0<br>0.00 | 3<br>0.25  |
|                         |                           | Chad Poll                           | 1<br>0.66   | 5<br>1.59  | 0<br>0.00 | 6<br>1.43  |
|                         |                           | Scott Wunderlich                    | 1<br>0.35   | 32<br>0.71 | 1<br>3.30 | 34<br>0.78 |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                         |                         |                                     | High      | Low        | Medium    | ATTR Total |
|-------------------------|-------------------------|-------------------------------------|-----------|------------|-----------|------------|
| Administrative Services | Capitol Desktop Support | Tom Hanson                          | 0<br>0.00 | 21<br>1.53 | 0<br>0.00 | 21<br>1.53 |
|                         |                         | <b>Assigned to Individual Total</b> | 3<br>0.35 | 60<br>1.06 | 1<br>3.30 | 64<br>1.05 |
|                         | Capitol Hosting         | Curtis Parker                       | 0<br>0.00 | 1<br>27.82 | 0<br>0.00 | 1<br>27.82 |
|                         |                         | Mycah Mattox                        | 0<br>0.00 | 2<br>2.73  | 0<br>0.00 | 2<br>2.73  |
|                         |                         | <b>Assigned to Individual Total</b> | 0<br>0.00 | 3<br>11.09 | 0<br>0.00 | 3<br>11.09 |
|                         | Help Desk               | Brenda Treadway                     | 0<br>0.00 | 3<br>0.00  | 0<br>0.00 | 3<br>0.00  |
|                         |                         | James Stearns                       | 0<br>0.00 | 2<br>0.21  | 0<br>0.00 | 2<br>0.21  |
|                         |                         | Julie VanBeekum                     | 0<br>0.00 | 14<br>0.10 | 0<br>0.00 | 14<br>0.10 |
|                         |                         | Sarah Johnson                       | 0<br>0.00 | 1<br>0.23  | 0<br>0.00 | 1<br>0.23  |
|                         |                         | Vicky Marrelli                      | 0<br>0.00 | 10<br>0.00 | 0<br>0.00 | 10<br>0.00 |
|                         |                         | <b>Assigned to Individual Total</b> | 0<br>0.00 | 30<br>0.07 | 0<br>0.00 | 30<br>0.07 |
|                         | Metro A Desktop Support | Eric Sedgwick                       | 0<br>0.00 | 1<br>0.48  | 0<br>0.00 | 1<br>0.48  |
|                         |                         | Kraig Ellis                         | 0<br>0.00 | 20<br>0.38 | 0<br>0.00 | 20<br>0.38 |
|                         |                         | Tracy VanderVaart                   | 0<br>0.00 | 1<br>0.04  | 0<br>0.00 | 1<br>0.04  |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                         |                         |                              | High | Low   | Medium | ATTR Total |
|-------------------------|-------------------------|------------------------------|------|-------|--------|------------|
| Administrative Services | Metro A Desktop Support | Assigned to Individual Total | 0    | 22    | 0      | 22         |
|                         |                         |                              | 0.00 | 0.37  | 0.00   | 0.37       |
|                         | Metro A Help Desk       | Ed Conrad                    | 0    | 1     | 0      | 1          |
|                         |                         |                              | 0.00 | 0.40  | 0.00   | 0.40       |
|                         |                         | Assigned to Individual Total | 0    | 1     | 0      | 1          |
|                         |                         |                              | 0.00 | 0.40  | 0.00   | 0.40       |
|                         | Metro B Desktop Support | Mike Wilde                   | 0    | 1     | 0      | 1          |
|                         |                         |                              | 0.00 | 1.29  | 0.00   | 1.29       |
|                         |                         | Peter Musser                 | 0    | 2     | 0      | 2          |
|                         |                         |                              | 0.00 | 0.14  | 0.00   | 0.14       |
|                         |                         | Assigned to Individual Total | 0    | 3     | 0      | 3          |
|                         |                         |                              | 0.00 | 0.52  | 0.00   | 0.52       |
|                         | Metro B Help Desk       | Tyler Pearce                 | 0    | 2     | 0      | 2          |
|                         |                         |                              | 0.00 | 0.22  | 0.00   | 0.22       |
|                         |                         | Val Shepherd                 | 0    | 1     | 0      | 1          |
|                         |                         |                              | 0.00 | 0.57  | 0.00   | 0.57       |
|                         |                         | Assigned to Individual Total | 0    | 3     | 0      | 3          |
|                         |                         |                              | 0.00 | 0.34  | 0.00   | 0.34       |
|                         | Network Operations      | Dave Bodily                  | 0    | 1     | 0      | 1          |
|                         |                         |                              | 0.00 | 30.91 | 0.00   | 30.91      |
|                         |                         | Kelli Okumura                | 0    | 2     | 0      | 2          |
|                         |                         |                              | 0.00 | 15.21 | 0.00   | 15.21      |
|                         |                         | Assigned to Individual Total | 0    | 3     | 0      | 3          |
|                         |                         |                              | 0.00 | 20.45 | 0.00   | 20.45      |
|                         | Order Desk              | Britany Egan                 | 0    | 1     | 0      | 1          |
|                         |                         |                              | 0.00 | 2.28  | 0.00   | 2.28       |
|                         |                         | Assigned to Individual Total | 0    | 1     | 0      | 1          |
|                         |                         |                              | 0.00 | 2.28  | 0.00   | 2.28       |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                         |                               |                                     | High      | Low       | Medium    | ATTR Total |
|-------------------------|-------------------------------|-------------------------------------|-----------|-----------|-----------|------------|
| Administrative Services | Rural Central Desktop Support | Paul Petersen                       | 0<br>0.00 | 3<br>2.81 | 0<br>0.00 | 3<br>2.81  |
|                         |                               | Ron LeBaron                         | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00  |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 5<br>1.69 | 0<br>0.00 | 5<br>1.69  |
|                         | Rural North Desktop Support   | Kim Ratushniak                      | 0<br>0.00 | 2<br>0.00 | 0<br>0.00 | 2<br>0.00  |
|                         |                               | Neil Smedley                        | 0<br>0.00 | 1<br>0.13 | 0<br>0.00 | 1<br>0.13  |
|                         |                               | Ruston McKay                        | 0<br>0.00 | 1<br>0.00 | 0<br>0.00 | 1<br>0.00  |
|                         |                               | Ryan Casey                          | 0<br>0.00 | 2<br>0.28 | 0<br>0.00 | 2<br>0.28  |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 6<br>0.14 | 0<br>0.00 | 6<br>0.14  |
|                         | Voice Operations              | Gail Christiansen                   | 0<br>0.00 | 2<br>3.95 | 0<br>0.00 | 2<br>3.95  |
|                         |                               | Romanza Hamblin Sorensen            | 0<br>0.00 | 6<br>0.52 | 1<br>0.19 | 7<br>0.47  |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 8<br>1.38 | 1<br>0.19 | 9<br>1.25  |
|                         | Voice/Data/WAN Services       | Mark Thomas                         | 0<br>0.00 | 1<br>0.05 | 0<br>0.00 | 1<br>0.05  |
|                         |                               | Mike Johnson                        | 0<br>0.00 | 2<br>0.36 | 0<br>0.00 | 2<br>0.36  |
|                         |                               | <b>Assigned to Individual Total</b> | 0<br>0.00 | 3<br>0.25 | 0<br>0.00 | 3<br>0.25  |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                         |                      | High      | Low         | Medium    | ATTR Total  |
|-------------------------|----------------------|-----------|-------------|-----------|-------------|
| Administrative Services | Assigned Group Total | 4<br>0.56 | 153<br>1.39 | 4<br>2.26 | 161<br>1.38 |
| Customer Company Total  |                      | 4<br>0.56 | 153<br>1.39 | 4<br>2.26 | 161<br>1.38 |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

### Detail

|                        |                             |                  |                         |                       |          |                 |       |
|------------------------|-----------------------------|------------------|-------------------------|-----------------------|----------|-----------------|-------|
| <b>INC000000469985</b> | Dan Martinez                | Application      | Error                   | None                  |          | TIR Missed: No  | 0.00  |
|                        | Application Support - DFO   | Akemi Dean       | Administrative Services | Low                   | Closed   | TTR Missed: No  | 1.09  |
| <b>INC000000536975</b> | Rick Nauta                  | PC/Laptop        | Hardware                | None                  |          | TIR Missed: No  | 0.00  |
|                        | Rural North Desktop Support | Kim Ratuszniak   | Administrative Services | Low                   | Closed   | TTR Missed: No  |       |
| <b>INC000000549082</b> | John Reidhead               | Application      | Error                   | Novell GroupWise      |          | TIR Missed: No  | 0.47  |
|                        | Application Services        | Tony Larsen      | Administrative Services | Low                   | Closed   | TTR Missed: No  | 0.47  |
| <b>INC000000553158</b> | Evan Taylor                 | PC/Laptop        | None                    | None                  |          | TIR Missed: No  | 0.33  |
|                        | Network Operations          | Dave Bodily      | Administrative Services | Low                   | Closed   | TTR Missed: Yes | 30.91 |
| <b>INC000000553810</b> | Melissa Frost               | PC/Laptop        | Performance             | Novell GroupWise      |          | TIR Missed: No  | 0.17  |
|                        | Application Services        | Martin Gonzalez  | Administrative Services | Low                   | Resolved | TTR Missed: No  | 4.92  |
| <b>INC000000555081</b> | Robert D Johnson            | Storage          | None                    | None                  |          | TIR Missed: No  | 0.11  |
|                        | Capitol Hosting             | Curtis Parker    | Administrative Services | Low                   | Closed   | TTR Missed: Yes | 27.82 |
| <b>INC000000555699</b> | Jerry Gearheart             | Application      | None                    | Novell GroupWise      |          | TIR Missed: No  | 0.15  |
|                        | Capitol Desktop Support     | Tom Hanson       | Administrative Services | Low                   | Closed   | TTR Missed: No  | 3.20  |
| <b>INC000000555856</b> | Tanya Price                 | None             | None                    | None                  |          | TIR Missed: No  | 0.00  |
|                        | Capitol Desktop Support     | Tom Hanson       | Administrative Services | Low                   | Closed   | TTR Missed: No  | 0.75  |
| <b>INC000000556221</b> | Enzo Calfa                  | PC/Laptop        | None                    | None                  |          | TIR Missed: No  | 0.00  |
|                        | Capitol Desktop Support     | Scott Wunderlich | Administrative Services | Low                   | Closed   | TTR Missed: No  | 1.00  |
| <b>INC000000556294</b> | Matthias Mueller            | None             | None                    | None                  |          | TIR Missed: No  | 0.00  |
|                        | Capitol Desktop Support     | Scott Wunderlich | Administrative Services | Low                   | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000556305</b> | Roland Rasmussen            | None             | None                    | None                  |          | TIR Missed: No  | 0.05  |
|                        | Voice/Data/WAN Services     | Mark Thomas      | Administrative Services | Low                   | Closed   | TTR Missed: No  | 0.05  |
| <b>INC000000556307</b> | Heidi Stringham             | PC/Laptop        | None                    | None                  |          | TIR Missed: No  | 0.08  |
|                        | Metro A Desktop Support     | Kraig Ellis      | Administrative Services | Low                   | Closed   | TTR Missed: No  | 2.17  |
| <b>INC000000556424</b> | Dean Eborn                  | None             | None                    | None                  |          | TIR Missed: No  | 0.00  |
|                        | Capitol Desktop Support     | Tom Hanson       | Administrative Services | Low                   | Closed   | TTR Missed: No  | 0.19  |
| <b>INC000000556532</b> | Heather Stevens             | Application      | None                    | Novell GroupWise      |          | TIR Missed: No  | 0.00  |
|                        | Help Desk                   | Julie VanBeekum  | Administrative Services | Low                   | Closed   | TTR Missed: No  | 0.00  |
| <b>INC000000556655</b> | Marci Soper                 | Server           | None                    | None                  |          | TIR Missed: Yes | 1.14  |
|                        | Application Services        | Martin Gonzalez  | Administrative Services | Medium                | Closed   | TTR Missed: No  | 1.18  |
| <b>INC000000556897</b> | Mark Dalton                 | Application      | None                    | Utah Master Directory |          | TIR Missed: No  | 0.00  |
|                        | Help Desk                   | Julie VanBeekum  | Administrative Services | Low                   | Closed   | TTR Missed: No  | 0.00  |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                        |                               |                  |                         |                                  |        |                 |      |
|------------------------|-------------------------------|------------------|-------------------------|----------------------------------|--------|-----------------|------|
| <b>INC000000556907</b> | Denise Austin                 | None             | None                    | None                             |        | TIR Missed: No  | 0.00 |
|                        | Capitol Desktop Support       | Scott Wunderlich | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000556964</b> | Cary Jenkins                  | Application      | None                    | None                             |        | TIR Missed: No  | 0.45 |
|                        | Capitol Desktop Support       | Scott Wunderlich | Administrative Services | Low                              | Closed | TTR Missed: No  | 1.42 |
| <b>INC000000556988</b> | Gail Youngblood               | PC/Laptop        | None                    | None                             |        | TIR Missed: No  | 0.15 |
|                        | Capitol Desktop Support       | Scott Wunderlich | Administrative Services | Low                              | Closed | TTR Missed: No  | 1.12 |
| <b>INC000000557011</b> | Julie Clark                   | Application      | Error                   | Microsoft Word                   |        | TIR Missed: No  | 0.10 |
|                        | Capitol Desktop Support       | Chad Poll        | Administrative Services | Low                              | Closed | TTR Missed: No  | 3.51 |
| <b>INC000000557032</b> | Heidi Stringham               | None             | None                    | None                             |        | TIR Missed: No  | 0.02 |
|                        | Metro A Desktop Support       | Kraig Ellis      | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.02 |
| <b>INC000000557035</b> | Mindy Spring                  | None             | None                    | None                             |        | TIR Missed: No  | 0.01 |
|                        | Metro A Desktop Support       | Kraig Ellis      | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.01 |
| <b>INC000000557036</b> | Allen Guglielmotto            | None             | None                    | None                             |        | TIR Missed: No  | 0.01 |
|                        | Metro A Desktop Support       | Kraig Ellis      | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.01 |
| <b>INC000000557039</b> | Glen Fairclough               | None             | None                    | None                             |        | TIR Missed: No  | 0.01 |
|                        | Metro A Desktop Support       | Kraig Ellis      | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.01 |
| <b>INC000000557040</b> | Elizabeth Perkes              | None             | None                    | None                             |        | TIR Missed: No  | 0.01 |
|                        | Metro A Desktop Support       | Kraig Ellis      | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.01 |
| <b>INC000000557041</b> | Elizabeth Perkes              | None             | None                    | None                             |        | TIR Missed: No  | 0.01 |
|                        | Metro A Desktop Support       | Kraig Ellis      | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.01 |
| <b>INC000000557046</b> | Melody Yearsley               | None             | None                    | None                             |        | TIR Missed: No  | 0.02 |
|                        | Metro A Desktop Support       | Kraig Ellis      | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.02 |
| <b>INC000000557052</b> | Mindy Spring                  | None             | None                    | None                             |        | TIR Missed: No  | 0.60 |
|                        | Metro A Desktop Support       | Kraig Ellis      | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.60 |
| <b>INC000000557972</b> | Sue Hoskins                   | Application      | Error                   | PGP                              |        | TIR Missed: No  | 0.32 |
|                        | Capitol Desktop Support       | Brian Bintz      | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.47 |
| <b>INC000000558029</b> | Robert Martinez               | Application      | None                    | Active Directory                 |        | TIR Missed: No  | 0.00 |
|                        | Rural Central Desktop Support | Paul Petersen    | Administrative Services | Low                              | Closed | TTR Missed: No  | 1.09 |
| <b>INC000000558033</b> | Jared Crump                   | None             | None                    | None                             |        | TIR Missed: No  | 0.01 |
|                        | Rural Central Desktop Support | Ron LeBaron      | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.01 |
| <b>INC000000558078</b> | David Sandos                  | Network          | Incident                | None                             |        | TIR Missed: No  | 0.00 |
|                        | Help Desk                     | Julie VanBeekum  | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000558105</b> | Mike Broschinsky              | Application      | Reporting               | Novell Client for 32-bit Windows |        | TIR Missed: No  | 0.00 |
|                        | Capitol Desktop Support       | Brian Bintz      | Administrative Services | High                             | Closed | TTR Missed: N/A |      |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                        |                               |                          |                         |                                  |        |                 |      |
|------------------------|-------------------------------|--------------------------|-------------------------|----------------------------------|--------|-----------------|------|
| <b>INC000000558115</b> | Debbie Bowen                  | Network                  | Error                   | None                             |        | TIR Missed: No  | 0.08 |
|                        | Capitol Desktop Support       | Chad Poll                | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.51 |
| <b>INC000000558170</b> | Cerena Withers                | None                     | None                    | None                             |        | TIR Missed: No  | 0.00 |
|                        | Metro B Desktop Support       | Peter Musser             | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000558469</b> | Cee Cee Niederhauser          | Telecom                  | Coverage Path           | Telephone                        |        | TIR Missed: No  | 0.20 |
|                        | Voice Operations              | Gail Christiansen        | Administrative Services | Low                              | Closed | TTR Missed: Yes | 6.08 |
| <b>INC000000558470</b> | Anne McNally                  | None                     | None                    | None                             |        | TIR Missed: No  | 0.00 |
|                        | Capitol Desktop Support       | Tom Hanson               | Administrative Services | Low                              | Closed | TTR Missed: No  | 3.05 |
| <b>INC000000558500</b> | David Lewis                   | Application              | Password                | Utah Master Directory            |        | TIR Missed: No  | 0.42 |
|                        | Help Desk                     | James Stearns            | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.42 |
| <b>INC000000558535</b> | Brian E Nelson                | Telecom                  | Call Management         | Telephone                        |        | TIR Missed: No  | 0.14 |
|                        | Voice Operations              | Romanza Hamblin Sorensen | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.57 |
| <b>INC000000558583</b> | Mark Dalton                   | None                     | None                    | None                             |        | TIR Missed: No  | 0.34 |
|                        | Rural North Desktop Support   | Ryan Casey               | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.34 |
| <b>INC000000558601</b> | Heidi Stringham               | Telecom                  | Dial Tone               | Telephone                        |        | TIR Missed: No  | 0.08 |
|                        | Voice Operations              | Romanza Hamblin Sorensen | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.15 |
| <b>INC000000558632</b> | Gail Youngblood               | Application              | Error                   | ZENworks for Desktops            |        | TIR Missed: No  | 0.00 |
|                        | Help Desk                     | Vicky Marrelli           | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000558655</b> | Jason Knight                  | Application              | Error                   | None                             |        | TIR Missed: No  | 0.81 |
|                        | Capitol Desktop Support       | Tom Hanson               | Administrative Services | Low                              | Closed | TTR Missed: No  | 1.27 |
| <b>INC000000558731</b> | Michael C Jones               | None                     | None                    | None                             |        | TIR Missed: No  | 0.00 |
|                        | Rural Central Desktop Support | Paul Petersen            | Administrative Services | Low                              | Closed | TTR Missed: No  | 5.19 |
| <b>INC000000558735</b> | Gail Youngblood               | Application              | None                    | ZENworks for Desktops            |        | TIR Missed: No  | 0.11 |
|                        | Capitol Desktop Support       | Brian Bintz              | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.17 |
| <b>INC000000558801</b> | Brian Spencer                 | None                     | None                    | None                             |        | TIR Missed: No  | 0.00 |
|                        | Capitol Desktop Support       | Chad Poll                | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000558863</b> | Lorianne Ouderkirk            | Network                  | Error                   | Novell Client for 32-bit Windows |        | TIR Missed: No  | 0.89 |
|                        | Metro A Desktop Support       | Kraig Ellis              | Administrative Services | Low                              | Closed | TTR Missed: No  | 1.55 |
| <b>INC000000558882</b> | Mark Dalton                   | Application              | Error                   | Novell GroupWise                 |        | TIR Missed: No  | 0.46 |
|                        | Metro B Help Desk             | Val Shepherd             | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.57 |
| <b>INC000000558931</b> | Julie Talbot                  | Application              | Password                | Novell GroupWise                 |        | TIR Missed: No  | 0.00 |
|                        | Help Desk                     | Vicky Marrelli           | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000558952</b> | Alan Olsen                    | Application              | Error                   | None                             |        | TIR Missed: No  | 0.94 |
|                        | Capitol Desktop Support       | Scott Wunderlich         | Administrative Services | Low                              | Closed | TTR Missed: No  | 1.36 |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                               |                    |                         |             |                  |                 |       |
|-------------------------------|--------------------|-------------------------|-------------|------------------|-----------------|-------|
| <b>INC000000558977</b>        | Lorianne Ouderkirk | Application             | Password    | Novell GroupWise | TIR Missed: No  | 0.00  |
| Help Desk                     | Vicky Marrelli     | Administrative Services | Low         | Closed           | TTR Missed: No  | 0.00  |
| <b>INC000000559035</b>        | Brenda Lee         | None                    | None        | None             | TIR Missed: Yes | 2.09  |
| Network Operations            | Kelli Okumura      | Administrative Services | Low         | Closed           | TTR Missed: Yes | 12.88 |
| <b>INC000000559139</b>        | Jake Jacobson      | None                    | None        | None             | TIR Missed: No  | 0.00  |
| Help Desk                     | James Stearns      | Administrative Services | Low         | Closed           | TTR Missed: No  | 0.00  |
| <b>INC000000559248</b>        | John Reidhead      | None                    | None        | None             | TIR Missed: No  | 0.00  |
| Capitol Desktop Support       | Tom Hanson         | Administrative Services | Low         | Closed           | TTR Missed: No  | 2.63  |
| <b>INC000000559253</b>        | Kevin Lucus        | PC/Laptop               | Performance | None             | TIR Missed: No  | 0.20  |
| Capitol Desktop Support       | Tom Hanson         | Administrative Services | Low         | Closed           | TTR Missed: No  | 2.04  |
| <b>INC000000559281</b>        | Marcie Handy       | None                    | None        | None             | TIR Missed: No  | 0.00  |
| Capitol Desktop Support       | Tom Hanson         | Administrative Services | Low         | Closed           | TTR Missed: No  | 1.93  |
| <b>INC000000559320</b>        | Larry Simpson      | None                    | None        | None             | TIR Missed: Yes | 2.95  |
| Network Operations            | Kelli Okumura      | Administrative Services | Low         | Closed           | TTR Missed: Yes | 17.55 |
| <b>INC000000559366</b>        | Dwight Palmer      | Application             | None        | Active Directory | TIR Missed: No  | 0.00  |
| Rural Central Desktop Support | Paul Petersen      | Administrative Services | Low         | Closed           | TTR Missed: No  | 2.14  |
| <b>INC000000559391</b>        | Richard Jenkins    | None                    | None        | None             | TIR Missed: No  | 0.00  |
| Rural Central Desktop Support | Ron LeBaron        | Administrative Services | Low         | Closed           | TTR Missed: No  | 0.00  |
| <b>INC000000559468</b>        | Kent D. Beers      | Mobile Devices          | Error       | iPhone           | TIR Missed: No  | 0.16  |
| Help Desk                     | Sarah Johnson      | Administrative Services | Low         | Closed           | TTR Missed: No  | 0.23  |
| <b>INC000000559482</b>        | Evan Taylor        | None                    | None        | None             | TIR Missed: No  | 0.17  |
| Capitol Desktop Support       | Tom Hanson         | Administrative Services | Low         | Closed           | TTR Missed: No  | 0.78  |
| <b>INC000000559535</b>        | Heidi Stringham    | Print/Copy/Scan/Fax     | Incident    | None             | TIR Missed: No  | 0.18  |
| Metro A Desktop Support       | Kraig Ellis        | Administrative Services | Low         | Closed           | TTR Missed: No  | 2.38  |
| <b>INC000000559765</b>        | Elizabeth Perkes   | Server                  | Performance | None             | TIR Missed: No  | 0.25  |
| Capitol Hosting               | Myciah Mattox      | Administrative Services | Low         | Closed           | TTR Missed: No  | 0.25  |
| <b>INC000000559778</b>        | Heidi Stringham    | None                    | None        | None             | TIR Missed: No  | 0.02  |
| Metro A Desktop Support       | Kraig Ellis        | Administrative Services | Low         | Closed           | TTR Missed: No  | 0.02  |
| <b>INC000000559779</b>        | Heidi Stringham    | None                    | None        | None             | TIR Missed: No  | 0.01  |
| Metro A Desktop Support       | Kraig Ellis        | Administrative Services | Low         | Closed           | TTR Missed: No  | 0.01  |
| <b>INC000000559782</b>        | Tony Castro        | None                    | None        | None             | TIR Missed: No  | 0.01  |
| Metro A Desktop Support       | Kraig Ellis        | Administrative Services | Low         | Closed           | TTR Missed: No  | 0.01  |
| <b>INC000000559785</b>        | Rod Swaner         | None                    | None        | None             | TIR Missed: No  | 0.01  |
| Metro A Desktop Support       | Kraig Ellis        | Administrative Services | Low         | Closed           | TTR Missed: No  | 0.01  |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                        |                         |                     |                         |                                  |        |                 |      |
|------------------------|-------------------------|---------------------|-------------------------|----------------------------------|--------|-----------------|------|
| <b>INC000000559787</b> | Elizabeth Perkes        | None                | None                    | None                             |        | TIR Missed: No  | 0.01 |
|                        | Metro A Desktop Support | Kraig Ellis         | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.01 |
| <b>INC000000559980</b> | Tani Downing            | PC/Laptop           | Hardware                | None                             |        | TIR Missed: No  | 0.08 |
|                        | Capitol Desktop Support | Chad Poll           | Administrative Services | High                             | Closed | TTR Missed: No  | 0.66 |
| <b>INC000000560030</b> | Brandon Bagley          | PC/Laptop           | None                    | None                             |        | TIR Missed: No  | 0.18 |
|                        | Capitol Desktop Support | Tom Hanson          | Administrative Services | Low                              | Closed | TTR Missed: No  | 5.41 |
| <b>INC000000560037</b> | David Wade              | Application         | Password                | Novell Client for 32-bit Windows |        | TIR Missed: No  | 0.00 |
|                        | Help Desk               | Vicky Marrelli      | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000560038</b> | Terri O'Toole           | PC/Laptop           | Performance             | None                             |        | TIR Missed: Yes | 1.13 |
|                        | Capitol Desktop Support | Scott Wunderlich    | Administrative Services | Low                              | Closed | TTR Missed: No  | 2.79 |
| <b>INC000000560138</b> | Darrell Swensen         | Application         | Error                   | Microsoft Excel                  |        | TIR Missed: No  | 0.07 |
|                        | Capitol Desktop Support | Tom Hanson          | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.83 |
| <b>INC000000560261</b> | Bob Spohr               | Print/Copy/Scan/Fax | None                    | None                             |        | TIR Missed: No  | 0.23 |
|                        | Metro B Help Desk       | Tyler Pearce        | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.23 |
| <b>INC000000560263</b> | Bob Spohr               | Network             | Error                   | Novell Client for 32-bit Windows |        | TIR Missed: No  | 0.21 |
|                        | Metro B Help Desk       | Tyler Pearce        | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.21 |
| <b>INC000000560361</b> | Rod Swaner              | PC/Laptop           | None                    | None                             |        | TIR Missed: No  | 0.26 |
|                        | Metro A Desktop Support | Kraig Ellis         | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.26 |
| <b>INC000000560385</b> | Andy Wright             | PC/Laptop           | Hardware                | None                             |        | TIR Missed: No  | 0.18 |
|                        | Metro B Desktop Support | Peter Musser        | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.27 |
| <b>INC000000560487</b> | Joanie Aponte           | None                | None                    | None                             |        | TIR Missed: No  | 0.00 |
|                        | Capitol Desktop Support | Scott Wunderlich    | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000560679</b> | Tani Downing            | PC/Laptop           | None                    | None                             |        | TIR Missed: No  | 0.37 |
|                        | Capitol Desktop Support | Brian Bintz         | Administrative Services | High                             | Closed | TTR Missed: No  | 0.37 |
| <b>INC000000560760</b> | Brenda Lee              | Application         | None                    | None                             |        | TIR Missed: No  | 0.97 |
|                        | Capitol Desktop Support | Scott Wunderlich    | Administrative Services | Medium                           | Closed | TTR Missed: No  | 3.30 |
| <b>INC000000560918</b> | Terri O'Toole           | None                | None                    | None                             |        | TIR Missed: No  | 0.00 |
|                        | Capitol Desktop Support | Scott Wunderlich    | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000561216</b> | Brent Lloyd             | Application         | None                    | Microsoft Office Professional 20 |        | TIR Missed: No  | 0.00 |
|                        | Capitol Desktop Support | Scott Wunderlich    | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.58 |
| <b>INC000000561325</b> | Roger Faris             | None                | None                    | None                             |        | TIR Missed: No  | 0.00 |
|                        | Capitol Desktop Support | Scott Wunderlich    | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.00 |
| <b>INC000000561349</b> | Julie Talbot            | Application         | None                    | Novell GroupWise                 |        | TIR Missed: No  | 0.00 |
|                        | Help Desk               | Julie VanBeekum     | Administrative Services | Low                              | Closed | TTR Missed: No  | 0.00 |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                        |                             |                     |                         |                                  |          |                 |      |
|------------------------|-----------------------------|---------------------|-------------------------|----------------------------------|----------|-----------------|------|
| <b>INC000000561360</b> | Julie Talbot                | None                | None                    | None                             |          | TIR Missed: No  | 0.13 |
|                        | Rural North Desktop Support | Neil Smedley        | Administrative Services | Low                              | Closed   | TTR Missed: No  | 0.13 |
| <b>INC000000561532</b> | Tani Downing                | PC/Laptop           | Performance             | None                             |          | TIR Missed: No  | 0.10 |
|                        | Capitol Desktop Support     | Scott Wunderlich    | Administrative Services | High                             | Closed   | TTR Missed: No  | 0.35 |
| <b>INC000000561568</b> | Heidi Stringham             | Print/Copy/Scan/Fax | None                    | None                             |          | TIR Missed: No  | 0.04 |
|                        | Metro A Desktop Support     | Kraig Ellis         | Administrative Services | Low                              | Resolved | TTR Missed: No  | 0.04 |
| <b>INC000000561591</b> | Tani Downing                | Mobile Devices      | None                    | None                             |          | TIR Missed: No  | 0.00 |
|                        | Application Services        | Danielle Hood       | Administrative Services | Medium                           | Closed   | TTR Missed: Yes | 4.38 |
| <b>INC000000561721</b> | Jan Rogerson                | Application         | Error                   | None                             |          | TIR Missed: No  | 0.10 |
|                        | Capitol Desktop Support     | Scott Wunderlich    | Administrative Services | Low                              | Closed   | TTR Missed: No  | 0.66 |
| <b>INC000000561881</b> | Jerry Gearheart             | Application         | None                    | Novell GroupWise                 |          | TIR Missed: No  | 0.00 |
|                        | Application Services        | Tony Larsen         | Administrative Services | Low                              | Resolved | TTR Missed: No  | 0.00 |
| <b>INC000000562139</b> | Sue Hoskins                 | Network             | None                    | Novell Client for 32-bit Windows |          | TIR Missed: No  | 0.84 |
|                        | Capitol Desktop Support     | Scott Wunderlich    | Administrative Services | Low                              | Closed   | TTR Missed: No  | 3.09 |
| <b>INC000000562150</b> | Cheryl Searle               | None                | None                    | None                             |          | TIR Missed: No  | 0.00 |
|                        | Help Desk                   | Brenda Treadway     | Administrative Services | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000562407</b> | Richard Grow                | Application         | Error                   | State Payroll Time Entry System  |          | TIR Missed: No  | 0.20 |
|                        | Help Desk                   | Julie VanBeekum     | Administrative Services | Low                              | Closed   | TTR Missed: No  | 0.74 |
| <b>INC000000562752</b> | Larry Simpson               | PC/Laptop           | Hardware                | None                             |          | TIR Missed: No  | 0.02 |
|                        | Capitol Desktop Support     | Tom Hanson          | Administrative Services | Low                              | Closed   | TTR Missed: No  | 0.58 |
| <b>INC000000562764</b> | Kevin Healy                 | None                | None                    | None                             |          | TIR Missed: No  | 0.00 |
|                        | Capitol Desktop Support     | Scott Wunderlich    | Administrative Services | Low                              | Closed   | TTR Missed: No  | 0.00 |
| <b>INC000000562894</b> | Ken Hansen                  | Application         | Error                   | Lyris List Server                |          | TIR Missed: No  | 0.07 |
|                        | Application Services        | Tony Larsen         | Administrative Services | High                             | Closed   | TTR Missed: No  | 1.41 |
| <b>INC000000563029</b> | Brian Carpenter             | Application         | Error                   | ZENworks for Desktops            |          | TIR Missed: No  | 0.35 |
|                        | Metro A Desktop Support     | Kraig Ellis         | Administrative Services | Low                              | Closed   | TTR Missed: No  | 0.35 |
| <b>INC000000563051</b> | Andy Wright                 | PC/Laptop           | None                    | None                             |          | TIR Missed: No  | 0.32 |
|                        | Metro B Desktop Support     | Mike Wilde          | Administrative Services | Low                              | Closed   | TTR Missed: No  | 1.29 |
| <b>INC000000563622</b> | Kathryn Shelton             | Telecom             | Hardware                | Telephone                        |          | TIR Missed: No  | 0.13 |
|                        | Voice/Data/WAN Services     | Mike Johnson        | Administrative Services | Low                              | Closed   | TTR Missed: No  | 0.46 |
| <b>INC000000563643</b> | Cee Cee Niederhauser        | Application         | Error                   | Novell GroupWise                 |          | TIR Missed: No  | 0.07 |
|                        | Capitol Desktop Support     | Scott Wunderlich    | Administrative Services | Low                              | Closed   | TTR Missed: No  | 0.25 |
| <b>INC000000563745</b> | Jan Rogerson                | Print/Copy/Scan/Fax | None                    | None                             |          | TIR Missed: No  | 0.14 |
|                        | Capitol Desktop Support     | Scott Wunderlich    | Administrative Services | Low                              | Closed   | TTR Missed: No  | 0.65 |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                        |                         |                          |                         |                             |          |                |      |
|------------------------|-------------------------|--------------------------|-------------------------|-----------------------------|----------|----------------|------|
| <b>INC000000563758</b> | Kim Hood                | Application              | Error                   | PGP                         |          | TIR Missed: No | 0.16 |
|                        | Capitol Desktop Support | Scott Wunderlich         | Administrative Services | Low                         | Closed   | TTR Missed: No | 0.50 |
| <b>INC000000563776</b> | Elizabeth Perkes        | Telecom                  | Call/Receive            | None                        |          | TIR Missed: No | 0.06 |
|                        | Voice Operations        | Romanza Hamblin Sorensen | Administrative Services | Low                         | Resolved | TTR Missed: No | 1.00 |
| <b>INC000000563840</b> | Janell Tuttle           | Application              | Error                   | Remedy Service Request Mana |          | TIR Missed: No | 0.00 |
|                        | Help Desk               | Vicky Marrelli           | Administrative Services | Low                         | Closed   | TTR Missed: No | 0.00 |
| <b>INC000000563924</b> | Lorianne Ouder Kirk     | Application              | None                    | Adobe Acrobat               |          | TIR Missed: No | 0.00 |
|                        | Metro A Desktop Support | Eric Sedgwick            | Administrative Services | Low                         | Closed   | TTR Missed: No | 0.48 |
| <b>INC000000563986</b> | Rosemary Cundiff        | Application              | Error                   | Gmail                       |          | TIR Missed: No | 0.00 |
|                        | Metro A Help Desk       | Ed Conrad                | Administrative Services | Low                         | Closed   | TTR Missed: No | 0.40 |
| <b>INC000000564012</b> | Rocio Briceno           | Application              | Password                | Novell GroupWise            |          | TIR Missed: No | 0.00 |
|                        | Help Desk               | Brenda Treadway          | Administrative Services | Low                         | Closed   | TTR Missed: No | 0.00 |
| <b>INC000000564253</b> | Dan Martinez            | None                     | None                    | None                        |          | TIR Missed: No | 0.00 |
|                        | Capitol Hosting         | Myciah Mattox            | Administrative Services | Low                         | Resolved | TTR Missed: No | 5.21 |
| <b>INC000000564263</b> | James Golden            | Application              | None                    | Novell GroupWise            |          | TIR Missed: No | 0.00 |
|                        | Help Desk               | Julie VanBeekum          | Administrative Services | Low                         | Closed   | TTR Missed: No | 0.00 |
| <b>INC000000564284</b> | Sidney Killian          | Application              | Password                | Novell GroupWise            |          | TIR Missed: No | 0.00 |
|                        | Help Desk               | Julie VanBeekum          | Administrative Services | Low                         | Closed   | TTR Missed: No | 0.00 |
| <b>INC000000564322</b> | Gail Youngblood         | None                     | None                    | None                        |          | TIR Missed: No | 0.00 |
|                        | Capitol Desktop Support | Scott Wunderlich         | Administrative Services | Low                         | Closed   | TTR Missed: No | 0.00 |
| <b>INC000000564338</b> | Emily Barnes            | Telecom                  | Coverage Path           | Telephone                   |          | TIR Missed: No | 0.20 |
|                        | Voice Operations        | Gail Christiansen        | Administrative Services | Low                         | Closed   | TTR Missed: No | 1.81 |
| <b>INC000000564501</b> | Kathryn Shelton         | Telecom                  | Dial Tone               | Telephone                   |          | TIR Missed: No | 0.25 |
|                        | Voice/Data/WAN Services | Mike Johnson             | Administrative Services | Low                         | Closed   | TTR Missed: No | 0.25 |
| <b>INC000000564550</b> | Jerry Gearheart         | Telecom                  | Voice Mail              | Telephone                   |          | TIR Missed: No | 0.05 |
|                        | Voice Operations        | Romanza Hamblin Sorensen | Administrative Services | Low                         | Closed   | TTR Missed: No | 0.17 |
| <b>INC000000564877</b> | Wayne Christensen       | Application              | Password                | Novell GroupWise            |          | TIR Missed: No | 0.00 |
|                        | Help Desk               | Vicky Marrelli           | Administrative Services | Low                         | Closed   | TTR Missed: No | 0.00 |
| <b>INC000000565016</b> | Mike Broschinsky        | Network                  | Performance             | Novell eDirectory           |          | TIR Missed: No | 0.09 |
|                        | Capitol Desktop Support | Tom Hanson               | Administrative Services | Low                         | Closed   | TTR Missed: No | 1.74 |
| <b>INC000000565068</b> | Cee Cee Niederhauser    | None                     | None                    | None                        |          | TIR Missed: No | 0.00 |
|                        | Capitol Desktop Support | Scott Wunderlich         | Administrative Services | Low                         | Closed   | TTR Missed: No | 0.00 |
| <b>INC000000565095</b> | Tony Castro             | PC/Laptop                | Performance             | None                        |          | TIR Missed: No | 0.09 |
|                        | Metro A Desktop Support | Kraig Ellis              | Administrative Services | Low                         | Closed   | TTR Missed: No | 0.13 |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                             |                          |                         |             |                                  |                |      |
|-----------------------------|--------------------------|-------------------------|-------------|----------------------------------|----------------|------|
| <b>INC000000565142</b>      | Loretta Tatum            | Network                 | Performance | Novell eDirectory                | TIR Missed: No | 0.24 |
| Capitol Desktop Support     | Scott Wunderlich         | Administrative Services | Low         | Closed                           | TTR Missed: No | 0.35 |
| <b>INC000000565168</b>      | Michelle Austin          | None                    | None        | None                             | TIR Missed: No | 0.00 |
| Capitol Desktop Support     | Tom Hanson               | Administrative Services | Low         | Closed                           | TTR Missed: No | 0.09 |
| <b>INC000000565177</b>      | John Koerner             | None                    | None        | None                             | TIR Missed: No | 0.00 |
| Metro A Desktop Support     | Tracy VanderVaart        | Administrative Services | Low         | Closed                           | TTR Missed: No | 0.04 |
| <b>INC000000565603</b>      | Joanie Aponte            | Network                 | Error       | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| Capitol Desktop Support     | Scott Wunderlich         | Administrative Services | Low         | Resolved                         | TTR Missed: No | 0.03 |
| <b>INC000000565757</b>      | Elizabeth Perkes         | Application             | Error       | Novell GroupWise                 | TIR Missed: No | 0.03 |
| Help Desk                   | Julie VanBeekum          | Administrative Services | Low         | Resolved                         | TTR Missed: No | 0.53 |
| <b>INC000000565894</b>      | Robert D Johnson         | Telecom                 | Voice Mail  | Telephone                        | TIR Missed: No | 0.27 |
| Voice Operations            | Romanza Hamblin Sorensen | Administrative Services | Low         | Resolved                         | TTR Missed: No | 0.43 |
| <b>INC000000566052</b>      | Alan Barnett             | Application             | Password    | Novell GroupWise                 | TIR Missed: No | 0.08 |
| Help Desk                   | Julie VanBeekum          | Administrative Services | Low         | Resolved                         | TTR Missed: No | 0.08 |
| <b>INC000000566147</b>      | Paul Ferguson            | None                    | None        | None                             | TIR Missed: No | 0.00 |
| Capitol Desktop Support     | Tom Hanson               | Administrative Services | Low         | Resolved                         | TTR Missed: No | 0.43 |
| <b>INC000000566781</b>      | Tim Walden               | Application             | Password    | Utah Master Directory            | TIR Missed: No | 0.02 |
| Help Desk                   | Julie VanBeekum          | Administrative Services | Low         | Resolved                         | TTR Missed: No | 0.12 |
| <b>INC000000566909</b>      | Mark Dalton              | PC/Laptop               | None        | None                             | TIR Missed: No | 0.23 |
| Rural North Desktop Support | Ryan Casey               | Administrative Services | Low         | Resolved                         | TTR Missed: No | 0.23 |
| <b>INC000000567006</b>      | Brian Spencer            | None                    | None        | None                             | TIR Missed: No | 0.00 |
| Capitol Desktop Support     | Chad Poll                | Administrative Services | Low         | Resolved                         | TTR Missed: No | 0.00 |
| <b>INC000000567183</b>      | Kurt Miller              | Application             | Password    | Novell GroupWise                 | TIR Missed: No | 0.00 |
| Help Desk                   | Julie VanBeekum          | Administrative Services | Low         | Resolved                         | TTR Missed: No | 0.00 |
| <b>INC000000567208</b>      | Dean Slack               | Application             | Password    | Novell GroupWise                 | TIR Missed: No | 0.00 |
| Help Desk                   | Julie VanBeekum          | Administrative Services | Low         | Resolved                         | TTR Missed: No | 0.00 |
| <b>INC000000567386</b>      | Tim Amicone              | Application             | Password    | Novell GroupWise                 | TIR Missed: No | 0.00 |
| Help Desk                   | Julie VanBeekum          | Administrative Services | Low         | Resolved                         | TTR Missed: No | 0.00 |
| <b>INC000000567394</b>      | Rick James               | Mobile Devices          | Error       | Ipads                            | TIR Missed: No | 0.00 |
| Help Desk                   | Vicky Marrelli           | Administrative Services | Low         | Resolved                         | TTR Missed: No | 0.00 |
| <b>INC000000567679</b>      | Adrian Ruger             | Application             | Error       | None                             | TIR Missed: No | 0.78 |
| Capitol Desktop Support     | Scott Wunderlich         | Administrative Services | Low         | Resolved                         | TTR Missed: No | 0.85 |
| <b>INC000000567868</b>      | Sonia Smith              | PC/Laptop               | Hardware    | None                             | TIR Missed: No | 0.12 |
| Capitol Desktop Support     | Tom Hanson               | Administrative Services | Low         | Resolved                         | TTR Missed: No | 0.82 |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                             |                          |                         |                 |                                  |  |                 |       |
|-----------------------------|--------------------------|-------------------------|-----------------|----------------------------------|--|-----------------|-------|
| <b>INC000000567873</b>      | Paul Ferguson            | Application             | Password        | PGP                              |  | TIR Missed: No  | 0.00  |
| Help Desk                   | Vicky Marrelli           | Administrative Services | Low             | Resolved                         |  | TTR Missed: No  | 0.00  |
| <b>INC000000567892</b>      | Doug Stout               | PC/Laptop               | Error           | None                             |  | TIR Missed: No  | 0.07  |
| Capitol Desktop Support     | Scott Wunderlich         | Administrative Services | Low             | Resolved                         |  | TTR Missed: No  | 3.39  |
| <b>INC000000568048</b>      | Cynthia Antonsen         | Application             | Reporting       | Google Chrome                    |  | TIR Missed: No  | 0.00  |
| Help Desk                   | Vicky Marrelli           | Administrative Services | Low             | Resolved                         |  | TTR Missed: No  | 0.00  |
| <b>INC000000568088</b>      | Kelly Pingree            | Telecom                 | Call Management | Telephone                        |  | TIR Missed: No  | 0.20  |
| Order Desk                  | Britany Egan             | Administrative Services | Low             | Resolved                         |  | TTR Missed: No  | 2.28  |
| <b>INC000000568206</b>      | Lorianne Ouderkirk       | Application             | None            | Novell GroupWise                 |  | TIR Missed: No  | 0.00  |
| Help Desk                   | Julie VanBeekum          | Administrative Services | Low             | Resolved                         |  | TTR Missed: No  | 0.00  |
| <b>INC000000568486</b>      | Cee Cee Niederhauser     | None                    | None            | None                             |  | TIR Missed: No  | 0.00  |
| Capitol Desktop Support     | Scott Wunderlich         | Administrative Services | Low             | Resolved                         |  | TTR Missed: No  | 0.00  |
| <b>INC000000568809</b>      | Gail Youngblood          | None                    | None            | None                             |  | TIR Missed: No  | 0.00  |
| Capitol Desktop Support     | Scott Wunderlich         | Administrative Services | Low             | Resolved                         |  | TTR Missed: No  | 0.00  |
| <b>INC000000568909</b>      | Paul Ferguson            | None                    | None            | None                             |  | TIR Missed: No  | 0.36  |
| Capitol Desktop Support     | Tom Hanson               | Administrative Services | Low             | Resolved                         |  | TTR Missed: No  | 2.03  |
| <b>INC000000568927</b>      | Cynthia Antonsen         | None                    | None            | None                             |  | TIR Missed: No  | 0.00  |
| Capitol Desktop Support     | Tom Hanson               | Administrative Services | Low             | Resolved                         |  | TTR Missed: No  | 0.52  |
| <b>INC000000569334</b>      | Emily Barnes             | None                    | None            | None                             |  | TIR Missed: No  | 0.00  |
| Capitol Desktop Support     | Scott Wunderlich         | Administrative Services | Low             | Resolved                         |  | TTR Missed: No  | 0.00  |
| <b>INC000000569546</b>      | Lorianne Ouderkirk       | Telecom                 | Feature         | Telephone                        |  | TIR Missed: No  | 0.23  |
| Voice Operations            | Romanza Hamblin Sorensen | Administrative Services | Low             | Resolved                         |  | TTR Missed: No  | 0.80  |
| <b>INC000000569568</b>      | Sidney Killian           | Network                 | Password        | Novell Client for 32-bit Windows |  | TIR Missed: No  | 0.00  |
| Help Desk                   | Brenda Treadway          | Administrative Services | Low             | Resolved                         |  | TTR Missed: No  | 0.00  |
| <b>INC000000569613</b>      | Debbie Bowen             | PC/Laptop               | Performance     | None                             |  | TIR Missed: No  | 0.24  |
| Capitol Desktop Support     | Chad Poll                | Administrative Services | Low             | Resolved                         |  | TTR Missed: No  | 3.91  |
| <b>INC000000569705</b>      | Chad Spencer             | None                    | None            | None                             |  | TIR Missed: No  | 0.00  |
| Rural North Desktop Support | Ruston McKay             | Administrative Services | Low             | Resolved                         |  | TTR Missed: No  | 0.00  |
| <b>INC000000569936</b>      | Julie Clark              | Server                  | None            | None                             |  | TIR Missed: Yes | 6.40  |
| Application Development     | Terry Davis              | Administrative Services | Low             | Resolved                         |  | TTR Missed: Yes | 10.00 |
| <b>INC000000569952</b>      | Tyler C Thompson         | Application             | Password        | Novell Client for 32-bit Windows |  | TIR Missed: No  | 0.00  |
| Help Desk                   | Vicky Marrelli           | Administrative Services | Low             | Resolved                         |  | TTR Missed: No  | 0.00  |
| <b>INC000000570087</b>      | Tanja Akiyama            | Application             | None            | None                             |  | TIR Missed: No  | 0.15  |
| Capitol Desktop Support     | Scott Wunderlich         | Administrative Services | Low             | Resolved                         |  | TTR Missed: No  | 0.15  |

# Enterprise Incident Report August 2012

As of 9/4/2012

## Administrative Services

|                        |                             |                          |                         |                       |                |      |
|------------------------|-----------------------------|--------------------------|-------------------------|-----------------------|----------------|------|
| <b>INC000000570207</b> | Cynthia S Bowers            | Application              | Password                | ZENworks for Desktops | TIR Missed: No | 0.01 |
|                        | Capitol Desktop Support     | Tom Hanson               | Administrative Services | Low Resolved          | TTR Missed: No | 2.32 |
| <b>INC000000570242</b> | Marla Workman               | Application              | Error                   | Internet Explorer     | TIR Missed: No | 0.95 |
|                        | Capitol Desktop Support     | Scott Wunderlich         | Administrative Services | Low Resolved          | TTR Missed: No | 1.94 |
| <b>INC000000570766</b> | Michelle Austin             | Telecom                  | Dial Tone               | Telephone             | TIR Missed: No | 0.19 |
|                        | Voice Operations            | Romanza Hamblin Sorensen | Administrative Services | Medium Resolved       | TTR Missed: No | 0.19 |
| <b>INC000000570961</b> | Marla Workman               | None                     | None                    | None                  | TIR Missed: No | 0.00 |
|                        | Capitol Desktop Support     | Scott Wunderlich         | Administrative Services | Low Resolved          | TTR Missed: No | 0.00 |
| <b>INC000000571247</b> | Denise Austin               | PC/Laptop                | Error                   | Internet Explorer     | TIR Missed: No | 0.07 |
|                        | Capitol Desktop Support     | Scott Wunderlich         | Administrative Services | Low Resolved          | TTR Missed: No | 0.51 |
| <b>INC000000571313</b> | Chiarina Gleed              | PC/Laptop                | Performance             | None                  | TIR Missed: No | 0.06 |
|                        | Capitol Desktop Support     | Scott Wunderlich         | Administrative Services | Low Resolved          | TTR Missed: No | 0.66 |
| <b>INC000000571445</b> | Corry Hill                  | None                     | None                    | None                  | TIR Missed: No | 0.00 |
|                        | Capitol Desktop Support     | Tom Hanson               | Administrative Services | Low Resolved          | TTR Missed: No | 0.68 |
| <b>INC000000571446</b> | Tami Nelson                 | None                     | None                    | None                  | TIR Missed: No | 0.00 |
|                        | Capitol Desktop Support     | Tom Hanson               | Administrative Services | Low Resolved          | TTR Missed: No | 0.85 |
| <b>INC000000571492</b> | Priscilla Anderson          | Application              | None                    | Google Chrome         | TIR Missed: No | 0.07 |
|                        | Capitol Desktop Support     | Scott Wunderlich         | Administrative Services | Low Resolved          | TTR Missed: No | 1.42 |
| <b>INC000000571542</b> | Mike Frost                  | PC/Laptop                | Error                   | None                  | TIR Missed: No | 0.00 |
|                        | Rural North Desktop Support | Kim Ratushniak           | Administrative Services | Low Resolved          | TTR Missed: No | 0.00 |